

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B602) OCFO Web Development, Maintenance and Support

TA No: 125-Rev14
Task Area Monitor: **Alternate Task Area Monitor:**
NASA POC: None **Software Control Class:** Low Control
Type of Task: Recurring Task

2. BACKGROUND

A number of web applications have been developed for the OCFO to automate some of their manual processes and to provide information to the Center during the IEMP Implementation Project. A number of web sites and web applications were built to transition to and support the new SAP systems. The majority of these applications were developed under other tasks or subtasks. Managing the funding for multiple tasks is time consuming and counter productive when the funding on one task cannot be moved to another task for necessary enhancements.

3. OBJECTIVE

The objectives of this task are to:

- Establish the OCFO requirements for the maintenance, support and enhancement of the existing web sites and web applications that currently make up the OCFO/IEM web portfolio
- Provide a task for the development of new web sites and web applications.

4. GENERAL IT SUPPORT SERVICES

Customer Support and IT Consultation and Training:

The contractor shall provide product maintenance and customer support to each of the websites and applications identified in the Work Area Services of this task.

The contractor shall track actuals per tool for:

- a) Maintenance
- b) High Level ROMs
- c) Enhancements
- d) New Development

Support shall be provided during core support hours, 8 a.m. - 5 p.m., Monday through Friday, except scheduled LaRC holidays.

The government shall make reasonable request to the contractor for support required outside of the core hours.

Maintenance Requirements

The Contractor shall consult with the customer to identify customer's support requirements and expectations.

As part of the standard maintenance service the contractor shall:

a) Proactively monitor the application/site for service interruptions and functional anomalies. The contractor shall immediately notify the TAM and the customer of problems that impact the site's services, functioning, or security.

b) The contractor will respond to customer support calls. They shall analyze problems, and interface with cognizant IT personnel as needed to resolve problems. Implement corrective action in a timely manner.

c) Provide application administrative support as requested by the application POC.

d) Coordinate any disruptions in service caused by application maintenance or modification and underlying product upgrades (ie. Cold Fusion, Oracle, etc..) with the appropriate application customer and the TAM.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: All existing documentation is updated to reflect the maintenance and/or enhancement requirements and is current and accessible.

Performance Metrics:

Exceeds: Documentation is updated and stored within 5 business days following the completion of the project.

Meets: Documentation is updated and placed into a single, accessible location within 10 business days of the completion of the project.

Fails: The timeline to update and store documentation exceeds 10 business days after project completion.

Performance Standard: Deliverables are made on schedule; and meet requirements and acceptance criteria.

Performance Metrics:

- Exceeds: All deliveries are made on or ahead of schedule. The system or application meets the TA requirements without exception. No anomalies are found during testing.
- Meets: Any delays in delivery are minor and are made up within the overall schedule. Only minor deficiencies are found that are readily correctable within the development schedule.
- Fails: A delivery is more than two weeks late or overall schedule has slipped by more than one month. Deficiencies are found that will result in significant delays to correct.

Performance Standard: Deliverables for maintenance and enhancements are made on schedule; and meet requirements and acceptance criteria.

Performance Metrics:

- Exceeds: All deliveries are made on or ahead of schedule. The system or application meets the TA requirements without exception. No anomalies are found during testing.
- Meets: Any delays in delivery are minor and are made up within the overall schedule. Only minor deficiencies are found that are readily correctable within the development schedule.
- Fails: A delivery is more than two weeks late or overall schedule has slipped by more than one month. Deficiencies are found that will result in significant delays to correct.

Performance Standard: Required documentation for the development of a new web site or application is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete, and up-to-date. Significant improvements have been made in the clarity of documentation.
- Meets: Documentation is complete with only minor errors noted.
- Fails: One or more required documentation components are not available or errors are noted that could compromise the development of the system.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: New Development of Web Sites and Applications

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The contractor shall design, develop, prototype, code, and test software to meet customer requirements. The contractor shall place all documents associated with the development project in a centralized document library. This location shall be accessible only to the contractor, TAM, OCFO/IEM management, and the POC. The documents shall be organized and delineated by project and placed under configuration management control.

Requirements:**A.1. Documentation**

The contractor shall deliver to the POC the following documents.

Requirements Document

The purpose of the requirement document is to describe how the application will perform. It provides the contractor's development staff with critical information on the application's flow, security requirements, processing guidelines, and application purpose.

At a minimum the Requirements Document shall contain the following.

a) Application or Web Site Purpose - Describes why the web site or application is needed and what functionality it will provide.

b) System Overview - Describes the functionality and flow of the overall application and each application module.

c) Process Flow Diagram - A pictorial representation of the system overview

d) User Roles - Describes each user role. A user role is defined as the identity the user assumes when entering the application. Each user role has different capabilities, access levels, and security requirements

e) Application Security - Describes the level(s) of security required to protect the application and the application data from unauthorized access.

f) Module Security - Describes the unique module security requirements that are not included within the application security description.

g) Application Environment - Describes the environment the application requires to work properly. Shall list any unique customer hardware, software and connectivity requirements.

h) Business Rules - Describes the information processing rules that must be adhered to before records and be added or modified and application processing completed.

i) Administration of Application - Describes how the application's administrative tables will be populated and maintained.

j) Reporting Requirements - Describes all on-line and hardcopy reports requested by the POC.

k) Government Furnished Items - Describes all items to be supplied by the government.

l) Database Model (optional) - Describes the tables, data elements (characteristics and field initialization) and the relationship between them.

Software Project Management Plan

The software project management plan (SPMP) describes how the contractor will meet the development requirements, move the final product into production, maintain it, and provide

customer support. The OCFO POC and the Contractor shall identify for each project or development effort the contents of the SPMP. The following items are included as a guide for the possible contents of the SPMP:

a) Cost Estimate - Contractor shall provide the POC an estimate for document (FRD and SPMP) creation and a separate estimate for development and product delivery.

b) Schedule - Describes the development timeline. The milestone date is the date that the POC receives the completed item. All reviews, actions, and responses shall be conducted prior to this date. The schedule shall include the following milestones:

Delivery of the functional requirements document to the POC.

Start of product development

Delivery of the prototype to the POC

50% and 95% product demonstrations

Start and completion of product testing (Systems Acceptance Testing - SAT)

Start and completion of application user training

Start and completion of product implementation

Delivery of the final product to the POC

Completion of the project

c) Product Demonstration Plan - The contractor shall demonstrate the product to the POC at 50 and 95 percent completion. The plan describes how the contractor shall support and perform all product demonstrations associated with the application.

d) Implementation Plan - Describes how the contractor will migrate the application from the SAT environment to the production environment. The plan shall include the configuration testing of the application once it is placed into production.

e) Test Plan or Test Checklist - The goal of testing the application is to insure the final product meets all POC requirements and is of high quality. The test plan is the procedure the contractor performs to meet this goal. The plan shall address the POC's participation in the testing of the application and address testing in both the development and production environment.

f) Customer Training Plan - Describes how the contractor will train the application users. The training plan will indicate if the POC has chosen to acquire or provide training in some other way.

A.2 Development

The contractor shall deliver to the POC and the TAM a 100% operational product, as defined by the requirements document. The contractor shall complete all tasks as written in the SPMP.

Adherence to Government Policy

The application shall adhere to all government policy applicable to the product's existence as a government application.

Modifications to Requirements

Requests to modify requirements during the development phase shall be assessed by the contractor for impact. If the modification exceeds eight (8) hours, the contractor shall document the change and provide a cost estimate to the customer. The impact statement shall be stored with the functional requirements document.

Cost Tracking

If requested the contractor shall provide each application POC and the TAM with a monthly report containing the cost information on their project.
The contractor shall respond to a POC's inquiries on costs.

Constraints:

All documents shall be delivered in Microsoft Word.

All schedules shall be delivered in Microsoft Excel.

All documents shall be stored in the document library in their native format and if requested by the customer also in Portable Document Format (PDF).

Acceptance Criteria:

Development project is on schedule and within cost.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: User Profile/Training Request System

LaRC Manager:

Work Area Description: Maintenance and enhancement of User Profile System (UPS) and Training Request System (TR). The TR and UPS are used together to insure that users of the IEM Core and associated systems have the training required for the application/role in a specific system. Completion of required training for a role is verified against the user's profile before access to SAP modules or other systems like WebTADS, Travel Manager, etc. are given.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contractor shall maintain and enhance (design, develop and test) the Training Request and User Profile System application software to meet the customer requirements. The NASA TAM and/or the LaRC Manager will provide support for defining the requirements and business rules, testing, training, and developing help and FAQs for the system enhancements.

Work Area Title: Programmatic Template

LaRC Manager:

Work Area Description: Maintain and enhance Programmatic Template. The Programmatic Budget Development Template is used by Resources Management to enter budget and spread data for the Center's programs. This tool was created to replace a series of excel templates that were used to capture Full Cost Guidelines, Product Unit, F&RS, etc. at the Funding Source, Project Code, Funding Type, and Funding Status.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contractor shall maintain and enhance (design, develop and test) the Programmatic Template tool to meet the customer requirements. The NASA TAM and/or the LaRC Manager will provide support for defining the requirements and business rules, testing, training, and developing help and FAQs for the system enhancements.

Work Area Title: Travel Manager Web Site Maintenance

LaRC Manager:

Work Area Description: Provide web site maintenance support. The site is located at <http://travelmanager.larc.nasa.gov>.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

IEMP web sites has been archived with the exception of Travel Manager. The contractor shall maintain Travel Manager site. The site is scheduled to be archive around August 2009.

Work Area Title: Funds Control System

LaRC Manager:

Work Area Description: Provide implementation and maintenance support for FUNDS Control.

Work Area Requirements: The system requires daily data loads. These include:

8 Daily Master Data Extracts

1 Daily BW Extract

1 ALDS BW Extract

1 Monthly BW Extract

1 Quarterly BW Extract

Server and database maintenance will be provided as needed. Additionally, new software build releases will be incorporated when received from GSFC. Periodic meetings with GSFC will be required to ensure LaRC is kept apprised of the latest developments with the system.

Work Area Title: PPBE Tool (CMO and IBCRT)

LaRC Manager:

Work Area Description: Provide maintenance support and enhancements defined by the customer.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contractor shall:

- Provide system training as requested by customer.
- Provide enhancements for CMOBFT and IBCRT. For enhancements, work with the customer to define requirements, develop schedule and cost for the new requirements.

Work Area Title: Langley Integrated Resource Information System (IRIS)

LaRC Manager:

Work Area Description: Support, maintain and enhance IRIS.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contract shall maintain and enhance (design, develop and test) the IRIS tool to meet the customer requirements. The NASA TAM and/or the LaRC Manager will provide support for defining the requirements and business rules, testing and training.

The tool requires a monthly load of Actual FTE, Hours and Cost from BW.

Work Area Title: WIMS Sandbox

LaRC Manager:

Work Area Description: Support and maintain WIMS Sandbox.

Work Area Requirements: The contractor shall support and maintain WIMS separate instance for Langley.

Work Area Title: Cost Analysis and Reporting Tool (CART)

LaRC Manager:

Work Area Description: Support, maintain and enhance CART. CART has been implemented into production on March 2, 2009.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contract shall maintain and enhance (design, develop and test) the CART to meet the customer requirements. The NASA TAM and/or the LaRC Manager will provide support for defining the requirements and business rules, testing and training.

Work Area Title: Langley Integrated Financial Environment (LIFE)

LaRC Manager:

Work Area Description: The purpose of LIFE website is to meet the financial information needs of its customers and does not result in a significant increase in stress resulting from its use. The site replaces the existing IEMP and OCFO websites. LIFE has been implemented into production on 12/1/08. Provide maintenance support and enhancements defined by the customer.

Work Area Requirements: - Provide maintenance support for LIFE.

- Provide enhancements for LIFE.
- For enhancements, work with the customer to define requirements, develop schedule and

cost for the new requirements.

Work Area Title: Facilities Requirements Execution and Utilization Database (FREUD)

LaRC Manager:

Work Area Description: The Wind Tunnel (WT) Program Analyst has been capturing changes in Program Requirements on a spreadsheet. The Analyst uses the data on the spreadsheet to prepare bill for the Programs and provides monthly consumption data for assessments. The entire process is manual and requires total reliance on WT Program Analyst for information. The manual process lacks business rules for Program requirement changes during the year of execution. There is no ability to pull reports and no audit trail available. Therefore, FREUD is being developed to track Program requirement changes as well as allows FREUD users to run reports. Through an automated tool the management of facilities will be more effective and efficient.

Work Area Requirements: - Gather requirements for FREUD.

- Meet regularly with the customer to get a better understanding of the requirements to create a Requirements Document (RD).
- Draft and Finalize RD.
- Develop schedule for FREUD.
- Begin development of FREUD.
- Conduct demos of FREUD.
- Implement FREUD into SAT.
- Perform SAT Re-work.
- Incorporate business process changes into FREUD
- Implement FREUD into Production.
- Assist with training as required.

Work Area Title: Guideline Tool

LaRC Manager:

Work Area Description: Support, maintain and enhance Guideline Tool.

Work Area Requirements: The contractor shall provide product maintenance and customer support as defined in the Customer Support Section of this Task in the General IT Services folder.

The contract shall maintain and enhance (design, develop and test) Guideline tool to meet the customer requirements. The NASA TAM and/or the LaRC Manager will provide support for defining the requirements and business rules, testing and training.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternatives are required to attend: the NASA Technical Monitor and Contractor Lead assigned to the task. Task schedule, staffing, cost and technical performance will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 03/21/05 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's specific work plans and schedule. A separate staffing plan will address the associated estimated labor hours and cost.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly status report of activities accomplished for each application	Within 10 business days following the end of the monthly reporting period
2	Application (new development or upgrade) documents.	Within 10 business days following customer agreement to pursue development or upgrade.

3	Storage of documents in NX	Within 4 business days following customers acceptance of the documents.
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18. FILE ATTACHMENTS

None.